



the
MAINTENANCE
planner

A GUIDE TO BUILDING EXCELLENT MAINTAINED WELLNESS FACILITIES



VLF Spa Consulting
INTERNATIONAL

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Hello!



WELCOME

In 2007, I became a Spa Manager, having had received two massages in my life prior. So suddenly, I led one of the best European Spas at the Four Seasons Hotel George V in Paris. - The first six months were extremely tough. But, after that, it got better, day by day. I learned so much over the last two decades regarding the dos and don'ts of Wellness operations that I want to share with you!

While the strategies listed in this guide are simple, they are powerful when executed consistently. I created this maintenance planner as a tool I wish I had when starting my career in Spas. For further inspiration and as a resource for this planner, be sure to check out my [Blog Post - Maintenance for Success](#).

Now, I have the honor of sharing my experience with you.

Verena



This planner is not for you if:



It appears that you are satisfied with the current state of your facility and do not require engineering assistance.



Your wellness facilities are impeccably clean and require no further maintenance upgrades.



Your engineering team works tirelessly to keep your wellness facility in top shape every day.



This planner is perfect for you if:



Assuming you hold a managerial or supervisory position at a spa or wellness center.



Your aim is to offer our guests unparalleled, world-class facilities.



Improving your relationship with the Engineering Team for optimal results.



“

PREVENTIVE MAINTENANCE:
DON'T START TODAY BY
DOING YESTERDAY'S WORK.

-DENIECE SCHOFIELD

”

I invite you to remember this quote above when feeling discouraged. As according to Deniece Schofield, the solution to avoiding unexpected breakdowns and costly repairs is simple: keep up with regular maintenance tasks.

Take a moment for introspection to achieve even greater success in maintaining your business.

Embrace the status quo!

Assess your Spa or Wellness facility's engineering position with this handy worksheet:

Gauge your business's standing in the engineering world with our three-question worksheet. If a question cannot be answered, take the necessary steps to conduct research and gather all the facts. This step is crucial to ensure that your business is on the path to success.

Questionnaire WORKSHEET

Q1 WHAT IS YOUR BIGGEST STRUGGLE WHEN IT COMES TO MAINTENANCE?

Q2 WHICH ASPECT OF MAINTENANCE REQUIRES THE MOST TIME FROM YOU?

Q3 WHAT WOULD BE THE TOP THREE THINGS THAT YOU WOULD CHANGE IF YOU COULD?

Cheatsheet

QUICK TIPS

Do a SWOT Analysis



SWOT analysis is a strategic tool to identify and analyze a project's strengths, weaknesses, opportunities, and threats.



Write some GOALS



Writing goals helps you gain clarity, stay motivated, hold yourself accountable, and achieve your objectives.



Establish your WEEKLY PLANNER



Using a weekly planner is a great way to help you stay on track with your goals and increase productivity.



Put your 30-days TO-DO LIST together



This helps to prioritize the tasks by importance and deadline. Break down larger tasks into smaller, more manageable tasks.

To Do:



Develop and follow a HABIT TRACKER



Habit trackers are an effective tool to help you achieve your goals and improve your daily routine.

Habits

Worksheet

SWOT ANALYSIS

IMPORTANT ASPECTS TO CONSIDER IN YOUR
RELATIONSHIP WITH YOUR ENGINEERING TEAM:

S

Write down its strengths

W

Write down its weaknesses

O

Write down its opportunities

T

Write down its threats

Golden Tips

THREE TIPS FOR ENHANCING YOUR RELATIONSHIP WITH THE ENGINEERING TEAM

1

Communication

Foster open communication: Encourage open dialogue between the Spa and engineering teams. This helps identify any potential roadblocks and ensures that everyone is on the same page. Create a collaborative and inclusive environment that encourages teamwork and creativity.

2

Support

Be solution-oriented: When problems arise, focus on finding solutions rather than pointing fingers. Work together with the engineering team to find the best solution, taking into account both Spa and technical considerations. This helps build a culture of collaboration and ensures that everyone is working towards a common goal.

3

Consistency

Cultivate an environment of consistency and make a plan together. Set clear and measurable objectives for the week, the month, the year to ensure success. Develop a timeline and schedule to keep the progress on tasks on track. Communicate regularly with your engineering team to ensure everyone is on the same page.

Your Notes

Taking Action #1

GOAL PLANNING

WHAT IS YOUR GOAL?

WHY IS IMPORTANT?

RESOURCES

-
-
-
-
-

3 ACTION STEPS

01

02

03

START DATE:

DEADLINE:

MARK COMPLETE:

Taking Action #2

GOAL PLANNING

WHAT IS YOUR GOAL?

WHY IS IMPORTANT?

RESOURCES

-
-
-
-
-

3 ACTION STEPS

01

02

03

START DATE:

DEADLINE:

MARK COMPLETE:

Taking Action #3

GOAL PLANNING

WHAT IS YOUR GOAL?

WHY IS IMPORTANT?

RESOURCES

-
-
-
-
-

3 ACTION STEPS

01

02

03

START DATE:

DEADLINE:

MARK COMPLETE:

Goal Planning - To do list

Based on the three goals you created, it is time for you to translate your actions into tasks. So you can start today to figure out the tasks your actions require to begin actively working towards your goals.

My Tip: Set a weekly reminder to check on your progress!

<i>My task</i>	<i>Date</i>	<i>Done</i>
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		

My quick notes

Weekly PLANNER

TO MAKE YOUR GOAL ACHIEVING EASY

M
MONDAY

T
TUESDAY

W
WEDNESDAY

T
THURSDAY

F
FRIDAY

30 days To Do List

From _____ Until _____

TO DO LIST

1 - 10 day

- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10

TO DO LIST

11 - 20 day

- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20

TO DO LIST

21 - 30 day

- 21
- 22
- 23
- 24
- 25
- 26
- 27
- 28
- 29
- 30

YOUR

Notes

Habit TRACKER

MONTH OF:

HABIT

1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	22
23	24	25	26	27	28	29	30	31		

HABIT

1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	22
23	24	25	26	27	28	29	30	31		

HABIT

1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	22
23	24	25	26	27	28	29	30	31		

HABIT

1	2	3	4	5	6	7	8	9	10	11
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HABIT

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12	13	14	15	16	17	18	19	20	21	22
23	24	25	26	27	28	29	30	31		

“

QUALITY IS NOT A
ONE-TIME ACT; IT'S
A HABIT. OUR
RESPONSIBILITY IS
TO ENSURE THAT
EVERY GUEST IS
PRESENTED WITH A
WELL-MAINTAINED
FACILITY.

-Verena Lasvigne



Thank you and keeps in touch

Verena Lasvigne



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